

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2015

Docket No. ACR2015

CHAIRMAN'S INFORMATION REQUEST NO. 13

(Issued February 11, 2016)

To clarify the Postal Service's FY 2015 Annual Performance Report (FY 2015 Report) and FY 2016 Annual Performance Plan (FY 2016 Plan),<sup>1</sup> the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than February 18, 2016.

**Provide Excellent Customer Experiences**

1. The Postal Service states the minimum precision level for the FY 2015 Delivery (Residential) and Delivery (Small/Medium Business) customer surveys is 90 percent +/- 5 percent at the district level for each quarter.<sup>2</sup> Please specify the number of completed FY 2015 Delivery (Residential) and Delivery (Small/Medium Business) survey responses necessary to achieve this precision level per quarter.
2. Please specify the precision level per quarter for the Large Business surveys, as well as the number of completed survey responses necessary to achieve this precision level per quarter for the developed corporate-level estimates.

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<sup>1</sup> The FY 2015 Report and FY 2016 Plan are included in the United States Postal Service 2015 Annual Report to Congress (FY 2015 Annual Report). See Library Reference USPS-FY15-17, December 29, 2015, at 11-28.

<sup>2</sup> United States Postal Service FY 2015 Annual Compliance Report, December 29, 2015, at 58.

3. A recent United States Postal Service Office of Inspector General Audit Report states that the Postal Service's Consumer and Industry Affairs group's goal is to have 270 Point of Sale (POS) surveys completed within each district for each quarter to establish a statistical confidence level.<sup>3</sup>
  - a. Please specify the referenced statistical confidence level.
  - b. In FY 2015, did customers complete at least 270 POS surveys within each district for each quarter? If not, please specify how many districts had fewer than 270 POS surveys completed for each quarter of FY 2015. For those districts that did not meet this target, please explain the reasons and the Postal Service's plan and schedule to increase customer participation in the POS survey.
4. In Docket No. ACR2014, the Postal Service states that FY 2015 targets for the Business Service Network (BSN), POS, Delivery, Customer Care Center (CCC), and composite Customer Insights performance indicators were "determined by applying the revised National Performance Assessment [NPA] scale."<sup>4</sup> The NPA worksheet shows that results for the POS and Delivery performance indicators are developed at the corporate-level, area-level, and district-level.<sup>5</sup> The BSN performance indicator result is developed at the corporate-level and area-level, and the CCC performance indicator result is developed at the corporate-level. *Id.*

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<sup>3</sup> United States Postal Service Office of Inspector General, *Window Retail Customer Service*, Audit Report No. MS-AR-15-001, January 29, 2015, at 19.

<sup>4</sup> Docket No. ACR2014, United States Postal Service Responses to Questions 1-5, 8 and 9 of Chairman's Information Request No. 5, February 10, 2015, question 2f.

<sup>5</sup> Docket No. ACR2014, United States Postal Service Responses to Questions 6,7,9,10,20-25, 29, 30, 34, and 35 of Chairman's Information Request No. 13, March 13, 2015, question 34, (Docket No. ACR2014, Responses to CHIR No. 13); PDF file "ChIR13.34.FY15\_CI\_NPA.pdf," at 2.

- a. For FY 2015 and FY 2016, are the *composite* Customer Insights targets for the postal areas and districts the same as the corporate-wide target? If not, please explain how they differ.
  - b. Please provide FY 2015 targets and results by corporate-level, area-level, and district-level for the BSN, POS, Delivery, and CCC performance indicators. If the Postal Service did not set FY 2015 targets tied to employee compensation for these levels, please explain why not.
  - c. Please provide FY 2016 targets by corporate-level, area-level, and district-level for the BSN, POS, Delivery, and CCC performance indicators. If the Postal Service did not set FY 2016 targets tied to employee compensation for these levels, please explain why not.
5. The following questions refer to BSN service requests.
  - a. How many BSN service requests did the Postal Service receive in FY 2015?
  - b. What was the BSN average resolution time for FY 2015 BSN service requests?
6. The following questions refer to the POS survey.
  - a. In FY 2015, how many postal-managed retail facilities (*i.e.*, post offices, stations and branches, and carrier annexes) participated in or administered the POS survey?
  - b. How many of the postal-managed retail facilities identified in response to question 6.a. had zero percent customer participation?
7. The following questions refer to the Postal Service's CCC calls.
  - a. How many CCC calls did the Postal Service receive in FY 2015?
  - b. How many of the FY 2015 CCC calls involved speaking to a live agent?

8. The Postal Service states it is “continuously working to improve [its] standardized complaint handling and resolution process ... .” FY 2015 Annual Report at 36. Please provide the number of complaints received in FY 2015.
9. In Docket No. ACR2013, the Postal Service states it is “developing systems and processes to measure [customer] satisfaction of [problem] resolution with a target of 90 percent and to reduce repeat customer complaints by 50 percent by 2017.”<sup>6</sup>
  - a. Please explain how the Postal Service measured FY 2015 results for customer satisfaction of problem resolution and reductions in repeat customer complaints.
  - b. Please provide FY 2015 results for:
    - i. Customer satisfaction of problem resolution; and
    - ii. Reductions in repeat customer complaints.If results are not provided, please explain why.
  - c. Please discuss the Postal Service’s progress, as well as any plans and schedules it has developed to meet its 2017 targets for customer satisfaction of problem resolution and reduction of repeat customer complaints.
10. The Postal Service measures retail performance through the Retail Customer Experience (RCE) program and the POS surveys. FY 2015 Annual Report at 32. The Postal Service states that it conducted the RCE program at over 8,000 “large retail outlets.” *Id.* It also states that approximately 17,504 retail locations participated in or administered the POS Survey in Fiscal Year 2014.<sup>7</sup> The total

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<sup>6</sup> Docket No. ACR2013, Responses of the United States Postal Service to Questions 1-8 of Chairman’s Information Request No. 12, March 14, 2014, questions 6(a-b).

<sup>7</sup> Docket No. ACR2014, Responses to CHIR No. 13, question 9.a.

number of postal-managed retail facilities in FY 2015 is 31,606. FY 2015 Annual Report at 26.

- a. How many retail locations participated in or administered the POS survey in FY 2015?
  - b. Please specify the number of postal-managed retail facilities in FY 2015 that did not participate in either the RCE program or the POS survey.
  - c. Please explain how postal-managed retail facilities that do not participate in either the RCE program or the POS survey measure customer satisfaction with retail experience. If customer satisfaction is not measured, please explain why not.
  - d. Please explain how the Postal Service determines which retail facilities participate in the RCE program and which retail facilities participate in the POS survey.
11. The Postal Service states “[o]ne key measure of a customer’s retail experience is the time spent waiting in line” and that the service standard is 5 minutes or less. FY 2015 Report at 32.
  - a. Please provide the FY 2015 RCE program wait time in line result for customers whose wait time was 5 minutes or less.
  - b. Please compare the FY 2015 RCE program wait time in line result with the FY 2015 POS survey wait time in line result. Include in your response reasons for any differences in results.
  - c. Are the FY 2015 RCE program and POS survey measures comparable? If not, please explain why not.
12. The Postal Service states it completed “1,578 upgrades for the Premier Post Office program.” FY 2015 Annual Report at 52.
  - a. Please describe the upgrades for the Premier Post Office program.

- b. What criteria do the Postal Service use to determine which facilities are chosen for the Premier Post Office program?
- 13. The Postal Service states it finished “512 upgrades to maintain customer access in locations impacted by POSTPlan ... .” *Id.*
  - a. Please explain what the upgrades are.
  - b. Please specify the number and type of upgrades for each type of POSTPlan office (Level 2, Level 4, Level 6, and Level 18).

**Ensure a Safe Workplace and Engaged Workforce**

- 14. The Postal Service provided a copy of the Postal Pulse survey.<sup>8</sup> Please provide the FY 2015 disaggregated by survey results for each of the 12 Postal Pulse questions.
- 15. The Postal Service states “[t]here is no FY 2016 numeric target for the [Postal Pulse] survey score. Goals are based on [survey] response rate (51 percent) and number of business units participating in action planning (9,000).” *Id.*, question 5.b.
  - a. Please provide the following information:
    - i. The FY 2015 and FY 2016 targets for the Postal Pulse survey response rate;
    - ii. The number of business units participating in action planning in FY 2015; and
    - iii. The FY 2015 and FY 2016 targets for the number of business units participating in action planning.

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<sup>8</sup> Responses of the United States Postal Service to Questions 1-6 of Chairman’s Information Request No. 3, January 21, 2016 (Responses to CHIR No. 3), question 5.b.; PDF file “CHIR.3.Q.5.PP.Survey.pdf.”

- b. Please explain what “business units” are, how they are identified, and the type of business units participating in action planning. In the explanation, please describe how the business units participating in action planning differ from the business units that do not participate in action planning.
16. In Docket No. ACR2014, the Postal Service stated that “at-risk” employees are those with less than 2 years of on-the-job experience.<sup>9</sup>
- a. As of September 30, 2015, how many employees had less than 2 years of on-the-job experience?
  - b. Please specify the type of positions that have the highest percentages of employees with less than 2 years of on-the-job experience.
17. Please refer to the corporate-level targets for the FY 2015 and FY 2016 Occupational Safety and Health Administration Injury and illness rates (OSHA I&I rates). FY 2015 Annual Report at 14. Are the FY 2015 and FY 2016 area-level and district-level OSHA I&I Rate targets the same as the corporate-level targets? If not, please provide area-level and district-level OSHA I&I Rate targets for FY 2015 and FY 2016 and explain how the area-level and district-level targets are set relative to the corporate-level target.

### **Sustain Controllable Income**

18. Please refer to the corporate-level targets for the FY 2015 and FY 2016 Deliveries per Work Hour (DPWH). *Id.* Are the FY 2015 and FY 2016 area-level and district-level DPWH targets the same as the corporate-level targets? If not, please provide area-level and district-level DPWH targets for FY 2015 and FY 2016 and explain how the area-level and district-level targets are set relative

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<sup>9</sup> Docket No. ACR2014, Responses to CHIR No. 13, question 7.

to the corporate-level target. In the explanation, please provide a worksheet showing how postal areas and districts develop their DPWH targets.

19. During FY 2015, the Postal Service states “the total number of [delivery] routes increased by 2,412.” FY 2015 Report at 48. Please provide the number of city delivery routes that increased in FY 2015 by type of route (e.g., residential, business, special purpose route) and delivery mode (e.g., park and loop, foot, curb, dismount).

By the Acting Chairman.

Robert G. Taub